

TECHNICAL REPORT 2000/66

A groupware case study: process and product to implement a business management system

M Seen and C Mingins

ABSTRACT

Implementing or reviewing a business management system is a lengthy and resource intensive process. While it can offer considerable benefit to an organisation, the length of time and the resources required often deter many organisations. If certification to an ISO standard is a goal, then the additional fees are also a disincentive. While organisations cannot do much about fees if they wish to gain certification to an accredited third party, there are tools and processes available to reduce the effort, resources and time required to implement or review a business management system. This paper reviews the use of one such tool - the software application *Paradigm Quality* - and the process used to help one organisation review its business management system and be in a position to gain ISO 9001 certification within approximately 135 person days and at a cost of approximately A\$60,000.